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ACTING ADMINISTRATOR

STATE OF HAWAII
STATE PROCUREMENT OFFICE

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May 25, 2022

TO: Executive Departments/Agencies
Department of Education
Hawaii Health Systems Corporation
Office of Hawaiian Affairs
University of Hawaii
Public Charter School Commission
and Schools
House of Representatives
Senate
Judiciary

City and County of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
Honolulu Authority for Rapid Transportation
County of Hawaii
Hawaii County Council
County of Hawaii-Department of Water Supply
County of Maui
Maui County Council
County of Maui-Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Acting Administrator

Bonne & Hakakui

SUBJECT: **Change No. 1**
SPO Price List Contract No. 22-11
NASPO VALUEPOINT SMALL PACKAGE DELIVERY SERVICES
Solicitation No. CH21-36
Expires: November 27, 2026

The following changes are made to the price list contract:

- The points of contact for Executive Branch and C&C Honolulu are updated.

The current price list contract incorporating Change No. 1 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Donn Tsuruda-Kashiwabara at (808) 586-0565 or donna.tsuruda-kashiwabara@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List Contract No. 22-11
Replaces SPO Price List Contract No. 16-19
Incorporating Change No. 1
Effective: 05/27/2022

THIS CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY

**NASPO VALUEPOINT
SMALL PACKAGE DELIVERY SERVICES
(RFP Reference No. CH21-36)
March 24, 2022 – November 27, 2026**

INFORMATION ON NASPO VALUEPOINT

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. The NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Utah is the current lead agency and contract administrator for the NASPO ValuePoint Small Package Delivery Service contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization and contracts were awarded to three (3) qualified Contractors. The State of Hawaii has signed a Participating Addendum with one Contractor.

The purpose of this contract is to provide US domestic and international door-to-door express small package air services covering interstate, intrastate and international service. Outbound shipments will move prepaid and inbound shipments will ship collect for each Participating State. Domestic expedited ground parcel shipments will also ship outbound prepaid and inbound collect by each participating state. Domestic shipment service includes the contiguous 48 states, Alaska, Hawaii, and Puerto Rico, for both commercial and residential shipments.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/small-package-delivery-services-2016-2021/>.



PARTICIPATING JURISDICTIONS listed below have signed a cooperative purchasing agreement and/or memorandum of agreement with the SPO and are authorized to utilize this vendor list contract:

Executive Departments/Agencies	City and County of Honolulu
Department of Education	Honolulu City Council
Hawaii Health Systems Corporation	Honolulu Board of Water Supply
Office of Hawaiian Affairs	Honolulu Authority for Rapid Transportation
University of Hawaii	County of Hawaii
Public Charter School Commission	Hawaii County Council
and Schools	County of Hawaii – Department of Water Supply
House of Representatives	County of Maui
Senate	Maui County Council
Judiciary	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exception from the contract is not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

POINT OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the contractor.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	Fax	E-mail
Executive	Donn Tsuruda-Kashiwabara	586-0565	586-0570	donna.tsuruda-kashiwabara@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	G-OFS-DOE-Procurement@k12.hi.us
HHSC	Nancy Delima	359-0994		ndelima@hhsc.org
OHA	Christopher Stanley	594-1833	594-1865	chriss@oha.org
UH	Karlee Hisashima	956-8687	956-2093	karlee@hawaii.edu
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	danny.vasconcellos@spcsc.hawaii.gov
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfspurchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084 768-5085	768-5011	kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5071		fn_procurement@hbws.org
HART	Dean Matro	768-6246		dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov

Jurisdiction	Name	Telephone	Fax	Email
Hawaii County Council	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov
County of Hawaii- Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 x224	961-8657	kmatsumoto@hawaii.dws.org
County of Maui	Jared Masuda	463-3816		jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7838		marlene.rebugio@mauicounty.us
County of Maui- Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	ken.bissen@co.maui.hi.us
County of Kauai	Ernest Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba Scott Sato	241-4193 241-4810	241-6349 241-6349	ctabalba@kauai.gov ssato@kauai.gov
County of Kauai- Department of Water	Marcelino Soliz	245-5470	241-5813	msoliz@kauaiwater.org

USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price & vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO price or vendor list Contractor.

CONTRACTORS. The following vendor is authorized to provide small package delivery service. They have signed a Master Agreement with the State of Utah and a Participating Addendum with the State Procurement Office.

- FedEx Corporate Services, Inc as agent for Federal Express Corporation and FedEx Ground Package System, Inc

VENDOR CODES for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 22-11. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive departments/agencies, excluding DOE, OHA, HHSC and UH for orders totaling less than \$2,500. For purchases \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

PURCHASE ORDERS may be issued for purchases \$2,500 or more, and for Contractors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or charge its customers a transaction fee for the usage.

SPO PL CONTRACT NO. 22-11 & NASPO VALUPOINT MASTER AGREEMENT NO. CH21-36 shall be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO PL Contract No. 22-11 and the NASPO ValuePoint Master Agreement No. CH21-36 shall be notated on the appropriate transaction document.

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE shall not exceed the following rates if the seller elects to pass on the charges to its customers. The GET is not applied to shipping or delivery charges.

County	County Surcharge Tax Rate	State GET	Max Pass-On Tax Rate	Expiration of Surcharge Tax Rate
C&C of Honolulu	0.50%	4.0%	4.7120%	12/31/2030
Hawaii	0.50%	4.0%	4.7120%	12/31/2030
County of Maui (including Molokai & Lanai)	0.0%	4.0%	4.1666%	No county surcharge
Kauai	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on State General Excise (GE) tax or Use Tax may be visibly passed on but are not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

PAYMENTS are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

VENDOR AND PRODUCT EVALUATION form SPO-012, for the purpose of addressing concerns on this vendor list contract, is available to the agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

REQUIRED DOCUMENTATION. Contractor shall not begin work without a valid Purchase Order or other appropriate commitment document.

ORDER FORM REQUIREMENTS. All orders at minimum must include:

1. The services or supplies being delivered
2. A shipping address and other delivery requirements, if any
3. A billing address
4. Purchasing entity contact information
5. Pricing consistent with the Master Agreement
6. A not-to-exceed total for the products or services being ordered; and
7. The Master Agreement number

SHIPPING AND DELIVERY. Responsibility and liability for loss or damage will remain the Contractor's until final inspection and acceptance when responsibility will pass to the Purchasing Entity except as to latent defects, fraud and Contractor's warranty obligations. Inside Deliveries refers to a delivery to a location other than a loading dock, front lobby or reception area. Specific delivery instructions as agreed upon by the parties will be noted on the order form or purchase order. Costs to repair any damage to the building interior (e.g. scratched walls, damage to the freight elevator, etc) caused by the Contractor or Contractor's carrier will be the responsibility of the contractor. Immediately upon becoming aware of such damage, Contractor shall notify the purchasing entity placing the order.

EXCLUSION OF LISTED CHARGES.

1. Contractor shall not propose or apply pick-up charges or weekly service in addition to the contracted rates.
2. Contractor shall not require a minimum number of packages per trip, per day, per week or per month.

CARRIER PICK UP. Contractor will pick-up packages directly from all requesting agencies and political subdivisions upon request. Contractor must bill each authorized user for shipments the authorized user tenders to the carrier. Packages must be scanned when picked up at the location.



FEDEX CORPORATE SERVICES INC AS AGENT FOR FEDERAL EXPRESS CORPORATION AND FEDEX GROUND PACKAGE SYSTEM INC

Master Agreement No. MA454

<https://www.naspovaluepoint.org/portfolio/small-package-delivery-services/fedex-corporate-services-inc-as-agent-for-federal-express-corporation-and-fedex-ground-package-system-inc/>

REMITTANCE ADDRESS

FedEx
P.O. Box 371461
Pittsburgh, PA 15250-7461
Vendor Code: 250928-00

CONTACT INFORMATION FOR SHIPPING

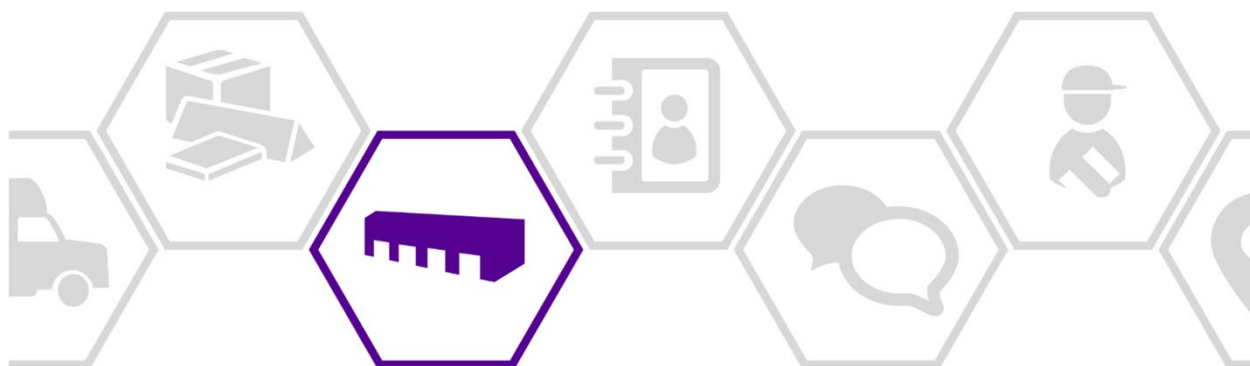
<i>Primary Contact:</i>	Customer Service www.fedex.com	Phone: (800) 463-3339
<i>Secondary Contact:</i>	Christen Scott christen.scott@fedex.com	Phone: (901) 397-2117
<i>Tertiary Contact:</i>	Joselyn Henderson jchenderson1@fedex.com	Phone: (816) 309-1546

ADDITIONAL FEDEX INFORMATION

<i>International Customer Service</i>	(800) 247-4747 govtsupport@fedex.com
<i>Customer Account Services (Billing)</i>	govtsupport@fedex.com
<i>FedEx Express Freight Service</i>	(800) 332-0807 www.fedex.com
<i>FedEx Technical Support</i>	(877) 339-2774
<i>Invoice Questions-Government Billing</i>	govtsupport@fedex.com



Customer Support Options



Customer Resources



FedEx provides several support options for your shipping needs and inquiries. To engage the FedEx Virtual Assistant on [fedex.com](https://www.fedex.com), simply click “Ask FedEx” in the bottom right corner and type your question.



Contact FedEx Customer Service at **1.800.463.3339** for additional support.

Please refer to the table below for a summary of tools and solutions:

Shipping Automation			
	If you want to...	We have resources to help...	If you need additional support...
FedEx Ship Manager at fedex.com	<ul style="list-style-type: none"> Create shipping labels online Create a bill of lading online Create shipment profiles Set shipping defaults View shipment history Pull shipping reports 	<p>Access FedEx Ship Manager or Keyword search “Ship Manager Online” on www.fedex.com.</p> <p>Watch the online demo of FedEx Ship Manager for additional information.</p>	Contact Customer Service and say “technical support.”
FedEx Ship Manager Software	<ul style="list-style-type: none"> Create shipping labels Create a bill of lading Create shipment profiles Set shipping defaults View shipment history Pull shipping reports 	<p>Access FedEx Ship Manager Software or Keyword search “Ship Manager Software” on www.fedex.com.</p> <p>Access the User Guides and Job Aids via the Resources and Support tab.</p>	Contact Customer Service and say “technical support.”
FedEx Compatible	<ul style="list-style-type: none"> Find software compatible with FedEx services Create shipping labels Create a bill of lading 	<p>Access FedEx Compatible Solutions, or Keyword search “FedEx Compatible” on www.fedex.com.</p> <p>Access the Global Directory of FedEx Compatible software products.</p>	<p>For technical support, customers using FedEx Compatible solutions can rely on their FedEx Compatible provider to:</p> <ul style="list-style-type: none"> Provide full support for the FedEx Compatible Solution Escalate any unresolved customer issue with the FedEx functionality to the FedEx technical Support. <p>Work with you to provide annual software updates.</p>
FedEx Administration	<ul style="list-style-type: none"> Oversee employee shipments Configure shipping options Restrict services Customize reference information Reset a user’s password Remove a current user 	<p>Access FedEx Administration on www.fedex.com to find out more.</p> <p>To enable FedEx Administration, click “Get Started.”</p>	Contact Customer Service and say “technical support.”

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Technical Support			
	If you want to...	We have resources to help...	If you need additional support...
Technical Support	<ul style="list-style-type: none"> Errors with FedEx automation Forgot password/reset your password Find an administrator 	<p>See our Step-by-Step Guide to resetting your password online.</p> <p>Talk with a virtual assistant or access our Customer Support Center for key contacts across the globe.</p> <p>Find additional support in the FedEx Help Center.</p>	Contact Customer Service and say "technical support."
Pickups			
	If you want to...	We have resources to help...	If you need additional support...
Pickups	<ul style="list-style-type: none"> Schedule a new pickup View or edit a previously scheduled pickup Cancel a pickup View pickup history Find FedEx drop off locations 	<p>Access Schedule and Manage Pickups or Keyword search "Pickup" on www.fedex.com.</p> <p>Click the "My Pickups" tab to edit a pickup, cancel a pickup, and view pickup status and pickup history.</p> <p>See our Step-by-Step Guide on how to schedule and Manage pickups with FedEx.</p> <p>Need to drop off a package? Find the nearest Drop Off Location.</p>	To set up a regularly scheduled pickup or need additional assistance, contact Customer Service and say "pickup."
Billing / Invoicing			
	If you want to...	We have resources to help...	If you need additional support...
Invoicing	<ul style="list-style-type: none"> Government Billing Register to receive online billing Obtain a copy of an invoice Dispute a charge on your invoice Request a billing adjustment View account aging 	<p>Government Billing govtsupport@fedex.com</p> <p>Access FedEx Billing Online or Keyword search "Billing" on www.fedex.com.</p> <p>See our Step-by-Step Guide on how to use Billing Online Account Summary.</p> <p>See our FedEx Billing Online Demo for key functionality and support.</p>	For additional support, contact Customer 800-463-3339 at Service and say "billing."

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		Request a FedEx Freight Billing Adjustment online at www.fedex.com	
Tracking			
	If you want to...	We have resources to help...	If you need additional support...
Tracking	<ul style="list-style-type: none"> • Check the status of a shipment • Set up alerts/shipment notification • Obtain proof of delivery • Obtain an image of the bill of lading 	<p>Access FedEx Advanced Tracking or Keyword search "Advanced Tracking" on www.fedex.com.</p> <p>To access the proof of delivery, click "Obtain Proof of Delivery" within the tracking details.</p> <p>To access the bill of lading, click "View/Download PDF" under the Shipment Facts within tracking details.</p> <p>Monitor shipment status and/or exceptions by setting up proactive email alerts. Access "Settings" in the top right corner of FedEx Advanced Tracking > Shipment Notifications. Set up single shipment notifications to alert the recipient of package status. Click "Get Status Updates" from the tracking details screen:</p> <ul style="list-style-type: none"> • Send the current status • FedEx has received the package • A delivery exception has occurred (potential delay) • Estimated delivery updates • Delivery has been made <p>Receive the latest Service Alerts to keep you informed of potential delays</p>	<p>For additional support, contact Customer Service and say "track."</p> <p>To change the address/reroute a package, dispute a delivery/shipment not received, or if your shipment shows no movement, contact Customer Service and say "representative"</p>
Supplies			
	If you want to...	We have resources to help...	If you need additional support...
Supplies	<ul style="list-style-type: none"> • Order Express supplies and/or thermal shipping labels • Check the status of your order • Get packaging support 	<p>Access Packing and Shipping Supplies or Keyword search "Supplies" on www.fedex.com. Allow 3-5 business days for delivery.</p> <p>To track the status of your supply order or view previous orders, access the "My Orders"</p>	<p>Have concerns with supply allocation or need to expedite your order? Contact Customer Service and say "shipping supplies."</p> <p>Have your order number ready</p>

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		<p>tab within Packing and Shipping Supplies.</p> <p>Obtain packing resources for FedEx Express and FedEx Ground.</p> <p>Obtain packing resources for FedEx Freight.</p>	
Claims			
	If you want to...	We have resources to help...	If you need additional support...
Claims	<ul style="list-style-type: none"> • File a claim • Check the status of a claim • Add to your claim 	<p>Access Claims Online or Keyword search "Claims" to start a claim and obtain Step-by-Step Instructions on how to file a claim.</p> <p>Obtain important tips for when filing a claim.</p> <p>Filing timelines:</p> <ul style="list-style-type: none"> • Damaged/missing contents: <ul style="list-style-type: none"> ◦ 60 calendar days from the shipment date for US packages ◦ 21 calendar days from the shipment date for international packages. • Undelivered/lost shipments: <ul style="list-style-type: none"> ◦ Nine months from the shipment date 	<p>Need additional assistance or dispute a claim, contact Customer Service and "claims."</p>

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